

SATERN Frequently Asked Questions (FAQs) as of August 25, 2006

Is there a problem with course evaluations?

Yes, at this time the course evaluation feature is not working properly in SATERN. A record of your training course is being maintained and your training history will be updated in the future.

How do I cancel or withdraw from a course?

Contact your servicing specialist in the Langley training office to cancel a course. Cancellations cannot be done via SATERN at this time.

Academic Courses: Contact the university/college and then contact your servicing specialist in the Langley training office.

If you do not notify the training office, you may be liable for the costs incurred.

What is the recommended web browser when using SATERN?

For PC computers: Use Internet Explorer. Do not use Netscape; the SATERN screen does not display properly.

For Mac computers: Use Mozilla; refer to the note on the sign-in screen that a plug-in application is needed. Langley employees have indicated that Firefox also works, however, this has not been verified by the MSFC technical team.

Why do I get messages like "Page not found" or "Page Expired"?

How do I navigate through SATERN?

Do not use the web browser arrow buttons to move forward or backward to another screen. To return to a previous screen, use the [<- Back] link if one is available. If a link is not displayed, click directly on the link within the SATERN software.

Will SATERN automatically disconnect after a period of non-use?

Yes SATERN has a 'time-out' feature. If there is no user activity (via keyboard or mouse), the user is logged out after 60 minutes.

Is there a SAVE button for the NF-1735?

No, not at this time. Before opening the NF-1735, you should obtain information needed to complete the online form. If course information is available on the web, you may "cut and paste" information into the SATERN fields as needed.

How soon should I submit my NF-1735, Request for Training?

You should submit your NF-1735 **at least** ten (10) working days prior to the class start date.

Are SATERN and Travel Manager connected?

No, however, if there is travel associated with a NF-1735, Request for Training, please complete the estimated travel cost fields in the NF-1735. Estimates are okay.

Why won't some of the fields in the NF-1735, Request for Training accept my input?

Make sure there are no extra spaces before or after your text, especially in the cost fields.

What about training in foreign countries? Some NF-1735 fields don't appear to take foreign information.

Fields such as state, zip, and phone numbers will accept more text than the visible field length. For example, in the field state, you can enter Europe, China, etc.

For the cost fields, enter only a number. The NF-1735 will not accept extra characters such as "600 euros". Employees should only enter the text "600" and add text in the Comments field such as "foreign training vendor, cost is in euros".

What dates do I enter for the training class?

Enter only the dates of the actual training class.

Do not enter the dates of your travel.

What do I enter in the NF-1735, Request for Training [Comments] field?

Include any information in the [Comments] field that will expedite or clarify your request for training including:

- > vendor or course website
- > registration form website
- > registration form information (I will be attending workshops A, B, and D)
- > See the following job aid for more information:

http://ohcm.larc.nasa.gov/training/SATERN/SATERN_External.pdf

Do I need to complete a NF-1735 for no-cost training?

The SATERN NF-1735, Request for External Training, does not need to be completed submitted for no-cost training. This change was implemented on August 8, 2006.

Employees who want a no-cost training course added to their training history should complete LF 409 and fax it with a copy of your completion certificate or a copy of your course registration to 864-8543. Note: Only the following courses will be added to employees' training history: mandatory courses and courses greater than four (4) hours in length.

How do I find the status of my NF-1735, Request for Training?

You will receive e-mail notifications at each step in the approval chain or you may check SATERN:

- Select [**Learning**] from the main menu on the home page
- Select [**External Training Requests**] from the submenu
- Locate the **Request ID** of the training request to view the status

I am a supervisor, how do I approve a NF-1735, Request for Training?

Refer to the job aid:

http://ohcm.larc.nasa.gov/training/SATERN/Supv_TC_NF1735_Guide.pdf

I am a supervisor, can I delegate my approval to another person?

No. If you will be out of the office and unable to approve a NF-1735, you may inform your employees to temporarily use another approver name. This change is done by the employee, not by you as the supervisor. Refer to the job aid:
http://ohr.larc.nasa.gov/training/SATERN/SATERN_UpdateProfile.pdf

How do I find courses that used to be in SOLAR (example IT Security)?

Log on to SATERN and click the [*Catalog*] tab. There are several search options available.

How do I take an online course?

You can start an online course directly from the catalog by clicking the button [Launch Course]. You may also add the online course to your Learning Plan by clicking the button [Add to Learning Plan] and then launch the course from the Learning Plan screen.

What is the difference between my *Learning Plan* and my *Learning History*?

The *Learning Plan* lists courses that you need to complete.
The *Learning History* lists courses that you have already completed.

Are SATERN and SAP connected?

No.

How do I find my training history?

Your training history is located under the [Reports] tab. Look for the report titled "Learner History Combined". This report contains your full training history, including records from the previous training database. You may print a copy using your web browser print button.

If a course is missing from your history, complete LF 409 and fax it with a copy of your completion certificate or a copy of your course registration to 864-8543.

Only the following courses will be added to employees' training history: courses paid for by NASA, mandatory courses, and courses greater than four (4) hours in length.

How do I contact the SATERN Helpdesk?

The SATERN Help Desk number is 866-419-6297 or send an email request to nasa-satern.support@nasa.gov